

# User's Guide: Requesting Access to MCG Training for Partners

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Office of Human Resources Training and Organizational Development Team

September, 2015

## Introduction

As a Partner with Montgomery County, we are pleased to offer access to our professional development training. As part of our TransformMCG initiative, we have implemented the Oracle Learning Management System(OLM).

**Who is a Partner?** All non-employees, including Contractors, Temporary Workers, Volunteers, Interns and designed community partners fall under this category. Because you are not an employee, you will need to access Oracle Learning Management (OLM) through our Extranet Portal. To set this up takes several steps and some time, but once done, you will have the ability to use all the features of OLM anytime 24/7.

**Why does it take so long?** AccessMCG is a public portal used to access many County Applications. You need to establish your identify first (username and password). Once that is processed, you must request approval to get access to the appropriate database.

**The process** consists of two steps:

### STEP 1: Set-up a profile in AccessMCG

Set-up a "New User" profile and password in the County's External AccessMCG Portal. Once you receive a confirmation, wait about ⌚ one hour before going to Step 2.

### STEP 2: Request approval to the Learning Areas you want in the Learning System.

Once you request approval, it will come to the Training Team who will approve it within 24 hours.

Once you receive the approval, wait about ⌚ one hour before enrolling in classes.

**Before you start**, please read this important information:

- **These systems are not intuitive** – Please look over this entire page, to get a general idea of what you are doing before you click the links for the instructions. ***It will be important to follow these instructions.***
- **This process takes time** - Because there are several steps, it may take **up to 24 hours before** you can actually enroll in a class.

## Instructions to Request Access to OLM

If you encounter any problems, please call the OHR Training Team at 240-777-5116.

### STEP 1: SET-UP YOUR PROFILE



GO TO: [WWW.MONTGOMERYCOUNTYMD.GOV](http://WWW.MONTGOMERYCOUNTYMD.GOV)

1. Select “**Services**” > Select “**Others**” > Click “**AccessMCG Portal**”



#### ➤ LOG-IN PAGE WILL OPEN

1. Click “**Register New User**”





## FIRST SCREEN: "YOUR ROLE"

1. Select the appropriate "Role."
2. Click "Select Individual Role" button.



**Please Note:** If you received a temporary username and password from the County (e-g., Ex-Employee, Supplier), please click [here](#).

If you are registering for **personal, individual purpose** and not for business purpose:  
Please select one of the options below that best describes your activities with the County.

Your Role	
<input type="radio"/> Individual	Individual
<input type="radio"/> Student	Student
<input type="radio"/> Volunteer	Volunteer
<input type="radio"/> Former County Employee	Former County Employee

Select Individual Role

**Please Note:**

- Select **"Individual"** if you are:  
Community Partner or Contractor
- Select **"Student"** if you are an Intern
- Select **"Former County Employee"** only if you are a retiree.



## SECOND SCREEN: "NEW USER INFORMATION"

1. Complete all information.

To register a new account, please complete the following form.

Your password must conform to specific requirements: If you must write it down, be sure to keep it in a safe place.  
[Show Me Password Rules](#)

Email Address is required

If Registering with County for a Business Reason? [Please Read!](#)

Email Address		* This will be your login id.
First name		*
Last name		*
Telephone Number		*
Business/Company	County Student	*
Department		
Job Title		
Street Address		*
City		*
State		*
Zip Code		*
New Password		* Please make sure your password meets the requirements
Confirm Password		

Email Address is required

Create Clear Restart Cancel

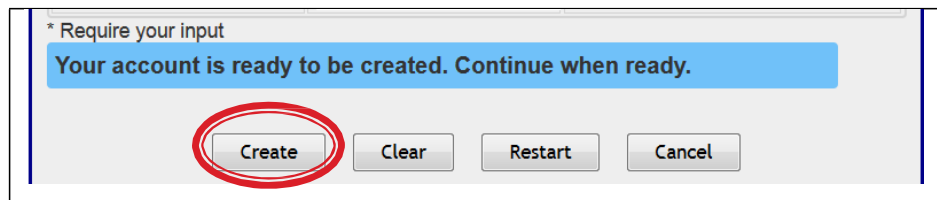
**Password** - Enter at least 8 characters; use at least 1 letter, 1 number and 1 symbol.

**Names** - Please capitalize

**Department** – Contractors, Interns, Volunteers: enter the department you work with,

**Department** – Partners – enter your organization.

When you have completed the password, the following message will appear at the bottom of the page.

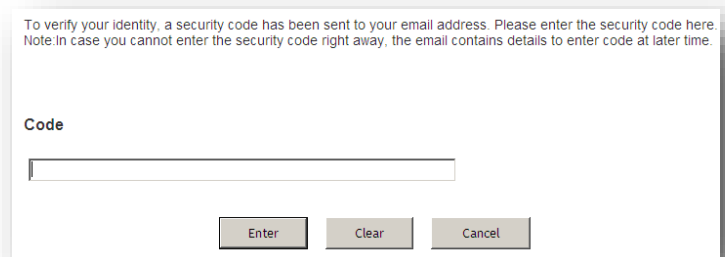


A screenshot of a confirmation message box. At the top, it says "\* Require your input". Below that, a blue bar contains the text "Your account is ready to be created. Continue when ready." At the bottom, there are four buttons: "Create", "Clear", "Restart", and "Cancel". The "Create" button is circled in red.

2. Click Create.

### ➤ **"VERIFICATION WINDOW"**

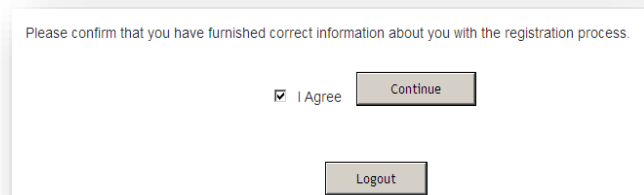
1. The security code has been emailed to you.
2. Copy and paste it here. →
3. Click "Enter"



A screenshot of a verification window. At the top, it says "To verify your identity, a security code has been sent to your email address. Please enter the security code here. Note: In case you cannot enter the security code right away, the email contains details to enter code at later time." Below this, there is a label "Code" and a text input field. At the bottom, there are three buttons: "Enter", "Clear", and "Cancel".

### ➤ **WARNING NOTICE WILL APPEAR**

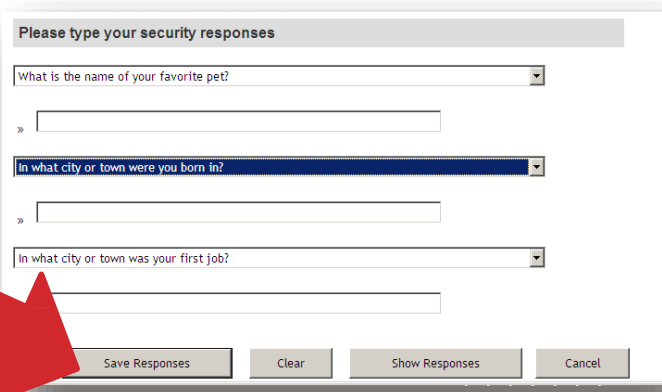
1. Select "I agree"
2. Click "Continue"
3. Your new account is being configured.
4. Click Continue.

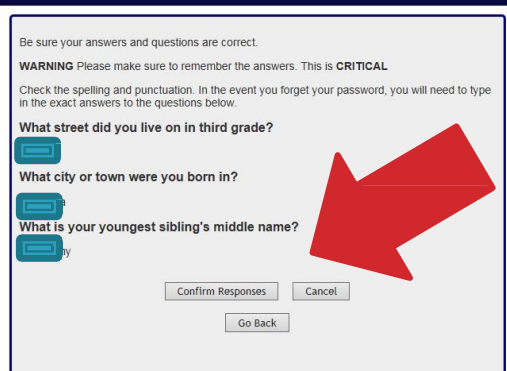


A screenshot of a warning notice window. At the top, it says "Please confirm that you have furnished correct information about you with the registration process." Below this, there is a checkbox labeled "I Agree" which is checked. To the right of the checkbox is a "Continue" button. Below the checkbox and "Continue" button is a "Logout" button.



### THIRD SCREEN: SECRET SECURITY QUESTIONS

	<p>Select a question from each of the 3 drop-down boxes.</p> <p>Click “Save Responses”.</p>
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	<p>The Confirmation Window will open.</p> <p>Click Confirm Responses</p>
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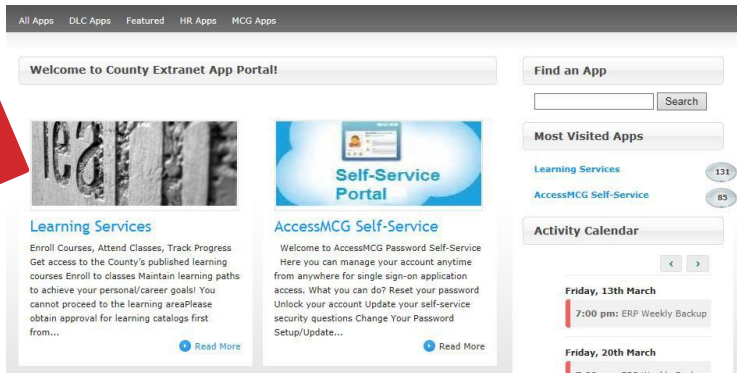


- You have completed your Profile.
- A confirmation will be emailed to you.
- This will take **about one hour**.
- Once the *confirmation is sent*, **go to Step 2**.

## STEP 2: REQUEST ACCESS TO THE LEARNING AREAS

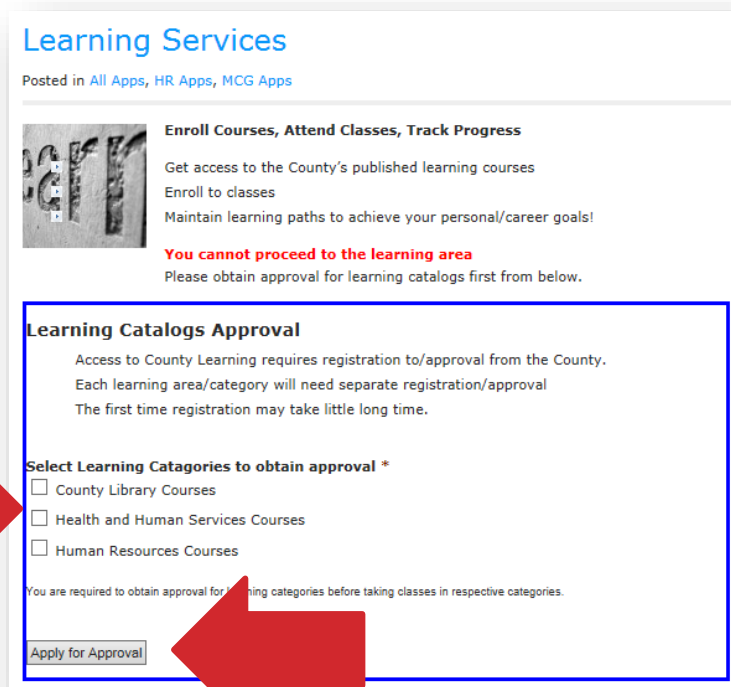
1. Log back into AccessMCG using the UserName (your email) and password you just created.

### ➤ ACCESSMCG EXTRANET DASHBOARD.



1. The AccessMCG Extranet Portal will open.
2. Click on Learning Services.

### ➤ COUNTY LEARNING SERVICES SCREEN.



2. The Learning Services Window will open.
3. Select the Learning Category you want access to by clicking the corresponding square.
4. Click Apply for Approval.

5. The following confirmation will appear at the top of the screen.

Request has been submitted. You will be receiving email notification regarding the status of approval.

6. The Approval Request is sent to the Catalog Administrator.



7. You will receive a response from the Administrator for each Catalog you checked.

8. This may take up to 24 hours.

9. Once you receive a confirmation back, wait ***about one hour*** for the entire system to be updated.

10. You may now log back in and enroll in classes.

## To Enroll in Classes

We highly recommend that you select the courses you want to take ***before you log-in to OLM***.

### For a copy of the Class Catalog

Go to the OHR Training Web Page:

<http://montgomerycountymd.gov/ohr/training/training.html#>

Click on Course Catalogs and select one of two catalogs:

- Office of Human Resources (OHR) - Training Catalog
- Health and Human Services (HHS) - Center for Continuous Learning (CCL) Training Catalog

### For detailed instructions to enroll in classes for Partners

Go to the OHR Training Web Page:

<http://montgomerycountymd.gov/ohr/training/training.html#>

1. Click on **Training Guides, References, and Toolkits**
2. Click on **How to Enroll in a Class for Partners**

**If you encounter any problems, please call the OHR Training Team at 240-777-5116.**